Reasonable Adjustment Policy

Certification Body

Please support our commitment to sustainability and do not print this document unless it is necessary to do so.

Policy Reminders	
Purpose and Scope	The purpose of this policy is to ensure that all information and records created and used within IPMA-Australia CB is managed and curated to the highest possible standards throughout its lifecycle, while remaining compliant with IPMA ICR and the relevant legislation on access and privacy. The policy builds on the organisation's commitment to data protection and management and reflects and adheres to the recommendations, practices and principles set out in legislation. The policy applies to IPMA-Australia CB employees who are engaged in activities which involve the use of personal data. All data gathered and generated, and all systems used to create and store data are subject to compliance measures set out within this policy.

General	
Information	
Questions	Any questions about the use or content of this document should be addressed to IPMA-Australia at: enquiries@IPMA-Australia.com
IPMA-Australia and New Zealand	IPMA-Australia is the Member Association (MA) and Certification Body (CB) for all matters relating to IPMA Certification, including the application, assessment, and award of certificates to candidates, as well as the maintenance of the IPMA 4 Level Certification System within the country. It is regulated by IPMA's CVMB through IPMA validation, in accordance with the IPMA ICR.
Downloads	All of the referenced files can be downloaded here: IPMA-Australia CB
Policy Review	This policy and the arrangements for its implementation will be reviewed by the Head of CB and/or Operations Manager in conjunction with staff on an annual basis. Interim reviews will be carried out by IPMA-Australia CB if any adverse effects, issues, or change control actions are identified through ongoing quality assurance or monitoring. For further information please see IPMA-Australia-CB-Change-Control-Policy..
Acknowledgment of Country	In our continuing commitment to Reconciliation, we recognise & acknowledge Aboriginal and Torres Strait Islander people's spiritual and cultural connection to Country. We also would like to acknowledge the First Peoples and Traditional Owners and custodians of the Country throughout the lands & waterways across the Australian continent. We pay our respects to their Elders, past, present, and emerging.

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Reasonable Adjustment

Introduction

IPMA-Australia CB must, in accordance with Equalities Law, have in place clear arrangements for making reasonable adjustments in relation to qualifications which it makes available.

IPMA-Australia CB must publish details of its arrangements for making reasonable adjustments, which must include details as to –

- how a candidate qualifies for a reasonable adjustment, and
- what reasonable adjustment will be made.

IPMA-Australia CB has a duty to make reasonable adjustments to ensure that candidates with disabilities or physical or mental health conditions are not substantially disadvantaged during assessment for the IPMA 4-L-C systems as offered by IPMA-Australia CB. This policy will provide information on who may be entitled to a reasonable adjustment.

Definition

A reasonable adjustment relates to an adjustment that helps to reduce the effect of a disability or an ongoing physical or mental health condition, which may place the candidate at a disadvantage compared to others.

Examples may include:

- a long-term physical impairment or medical condition
- behavioural, emotional or social needs
- a sensory impairment
- specific cognitive difficulties

Acceptable Requests for Reasonable Adjustments

Applications for reasonable adjustments will be considered on an individual basis and decisions may vary according to the exact nature of the candidate needs and additional and support required. All reasonable efforts will be made to accommodate reasonable adjustments in line with the guidance laid out below.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may include:

- allocation of extra time
- change of location
- format of assessment materials, such as providing materials in Braille
- large print or alternative fonts
- rest/time breaks
- support of a personal assistant
- support of a sign language interpreter
- support of a reader
- adaptive software, hardware or specialist equipment

Any reasonable adjustments granted will consider any additional support that the candidate has received from their employer. An adjustment will not be considered reasonable if it involves a risk to maintaining the reliability or validity of the assessment, or if it is deemed to give the candidate an advantage over other candidates undertaking the same assessment or causes a serious safety hazard.

For further details of the types of reasonable adjustment IPMA-Australia may agree can be found in the Reasonable Adjustment Matrix (Appendix A)

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Extra Time Allowance

Extra time will be permitted, as appropriate to the assessment, in line with this document ensuring the candidate is not disadvantaged in relation to other candidates and the assessment remains comparable to the standard.

The standard extension time for assessments is 25% and all requests for extra time will be considered based on the information supplied. Therefore, when calculating the amount of extra time given, all cases will be considered individually and will ensure that:

- the credibility of the assessment is maintained.
- the validity, reliability and integrity of the assessment is preserved.
- the candidate is not given or does not appear to be given an unfair advantage over any others and all assessments remain comparable.

Requesting a Reasonable Adjustment or Special Consideration

For a reasonable adjustment please complete the Reasonable Adjustment Request Form (Appendix D). It can also be found on our website, or a form can be requested from the administrative team and returned to enquiries@ipma-australia.com. Requests for reasonable adjustments should be made no later than 20 days before the assessment is due to take place.

Failure to submit your request will result in any subsequent verbal/written requests outside of this process being denied. Candidates are advised to submit the request when registering the candidate, so we have sufficient time to accommodate your requests. We cannot accept requests on the day of the assessment.

We will acknowledge all requests within 5 working days of receipt. A decision will be communicated up to 10 working days after the request.

IPMA-Australia have provided a Flowchart for Reasonable Adjustment (Appendix B)

Special Considerations

Special consideration is an adjustment that compensates candidates who were suffering from a temporary illness or condition, or who were otherwise disadvantaged at the time of the assessment.

- performance in an assessment is affected by circumstances outside the control of the candidate e.g., recent personal illness, injury, bereavement, serious disruption during the assessment.
- due to events beyond the control of the candidate, part of the assessment was missed or not covered.

Disability may not be used as the grounds for a special consideration, and such candidates should request a reasonable adjustment prior to the assessment taking place., in accordance with the procedure detailed above.

To request a special consideration please complete the Special Consideration Form (Appendix E) within 24 hours of the assessment taking place and emailed to enquires@IPMA-Australia.com along with any evidence to support the consideration. For further details see the IPMA-Australia CB Flowchart for Special Consideration (Appendix C)

A special consideration, if successful, may result in the candidate being given another opportunity to demonstrate competence or IPMA-Australia CB may accept evidence of the candidate having previously met the requirements of a particular criteria. This will be processed as part of our resit procedure.

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Documentary Evidence Required

Candidates will need to provide IPMA-Australia CB with documentary evidence which outlines the nature and severity of the disability or physical or mental health condition.

This may include:

- history of provision for the candidate during the candidateship
- medical certificate
- psychological or other professional assessment report

If previous approval of a reasonable adjustment has been granted by another Certification Body or Awarding Body, this will be considered as valid documentary evidence. (Note: Please send a copy of the evidence as opposed to the original).

All information and documentary evidence provided in support of a reasonable adjustment or special consideration request will be managed in accordance with the IPMA-Australia CB Data Management Policy and relevant data protection legislation. Access will be restricted to individuals directly involved in decision-making.

Reasonable Adjustment Possible Outcomes

The possible outcomes of a request for reasonable adjustment include:

- approved
- not approved due to insufficient evidence
- not approved due to rationality

The outcomes for a request of special consideration are:

- agreement to review the candidate's performance, the grade may or may not be adjusted.
- not approved based on the findings of the investigation.

Acceptable Requests for Reasonable Adjustments

Candidate information that is shared is deemed 'sensitive-personal data' and therefore IPMA-Australia CB are required to process the information 'fairly and lawfully'. Candidate information will only be made available to those on a 'need to know' basis. This will include administrative staff, the assessor and any person required to assist during the assessment such as a scribe or sign language interpreter.

IPMA-Australia CB will carry out periodic audits and may wish to see this information to ensure fairness and comparability is being applied.

This information will be provided and disclosed on a request only basis.

Appeals

If a candidate wishes to appeal against a decision taken by IPMA-Australia CB regarding reasonable adjustments or special consideration, it can do so using the process set out in our published IPMA-Australia-CB-Complaints-and-Appeals-Policy. Appeals will be handled in line with the IPMA-Australia CB Complaints and Appeals Policy, which outlines the stages and procedural safeguards to ensure fair review.

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Appendix A

IPMA-Australia CB Reasonable Adjustment Matrix

1. No known disability
2. Cognitive processing need such as dyslexia, dyspraxia; a need in executive function, visual processing speed, visual perception, literacy, numeracy, verbal reasoning, verbal memory, nonverbal memory
3. Social/ communication need such autistic spectrum condition
4. Long standing illness such as cancer, epilepsy, Crohn's, IBS, Chronic Fatigue
5. A mental health condition
6. A physical need such as crutches or wheelchair user, arthritis, paraplegia, quadriplegia, cerebral palsy
7. Hearing need
8. Visual need

	Assessment method					
Reasonable adjustment	**Observation**	**Practical Skills Test**	**Test**	**Project**	**Presentation**	**Professional Discussion**
Extra time allowance	2,3,4,5,6,7,8	2,3,4,5,6,7,8	2,3,4,5,6,7,8	2,3,4,5	2,3,4,5,7	2,3,5,6,7
Scribe			2,6,8			
Reader			2,8			
Personal support worker in attendance	2,5,6,8	2,5,6,8	2,5,8	2,5,8	2,5,6,8	2,5,8
Timed rest breaks	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8	2,4,5,6,7,8
Bathroom breaks	4,6	4,6	4,6	4,6	4,6	4,6
Voice explanation	2,8	2,8				
BSL interpreter + extra time	7	7	7	7	7	7
Assistive technology – voice recognition			2,4,6			
Assistive technology – screen reader			8			
Assistive technology – text to speech			2,4			
Flexibility with location				3,4,5,6	3,4,5,6	3,4,5,6
Flexibility of time of assessment	4	4	4	4	4	4
Flexibility within the method of assessment		6	3,4,5,6	3,4,5,6	3,4,5,6	3,4,5,6
Pre-recorded evidence / delivered by video link				2,3,4,5	2,3,4,5	
Permission to write notes						2,4,5

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Permission to bring notes				2,4,5		2,4,5
Info presented in required format – size, font style, colour			2,8			
Individual testing			3,4,5			
Paper-based option			2,4			
Supervised assessment taken at home			3,4,5,6			
Written questions to back up verbal					2,4,5,6	2,4,5,6
Rewording of questions / clarification if needed					2,3,7	2,3,7
Time allowance for processing verbal questions					2,4,5,7	2,4,5,7
Information presented in small chunks					2,4,7	2,4,7

This matrix will support IPMA-Australia CB staff in applying appropriate and consistent judgements and is based around the Higher Education Statistical Authority's (HESA) disability grouping framework.
Each of these difficulties/disabilities have then been overlaid with the listed assessment methods to ensure the most suitable adjustments are applied for each situation and for each assessment method determined in the end-point assessment plan without changing the demands of the assessment.

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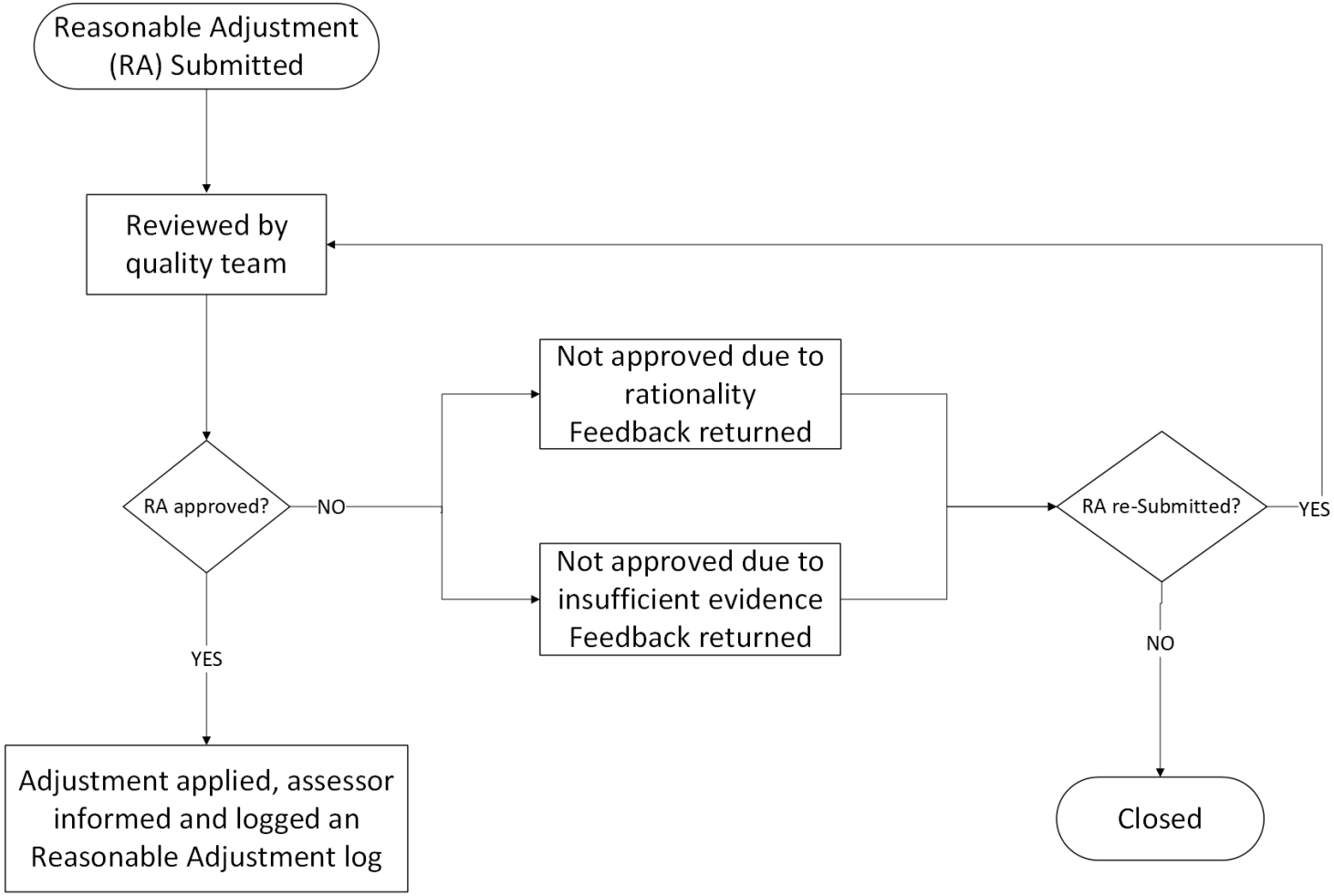
Appendix B

IPMA-Australia CB Flowchart for Reasonable Adjustment



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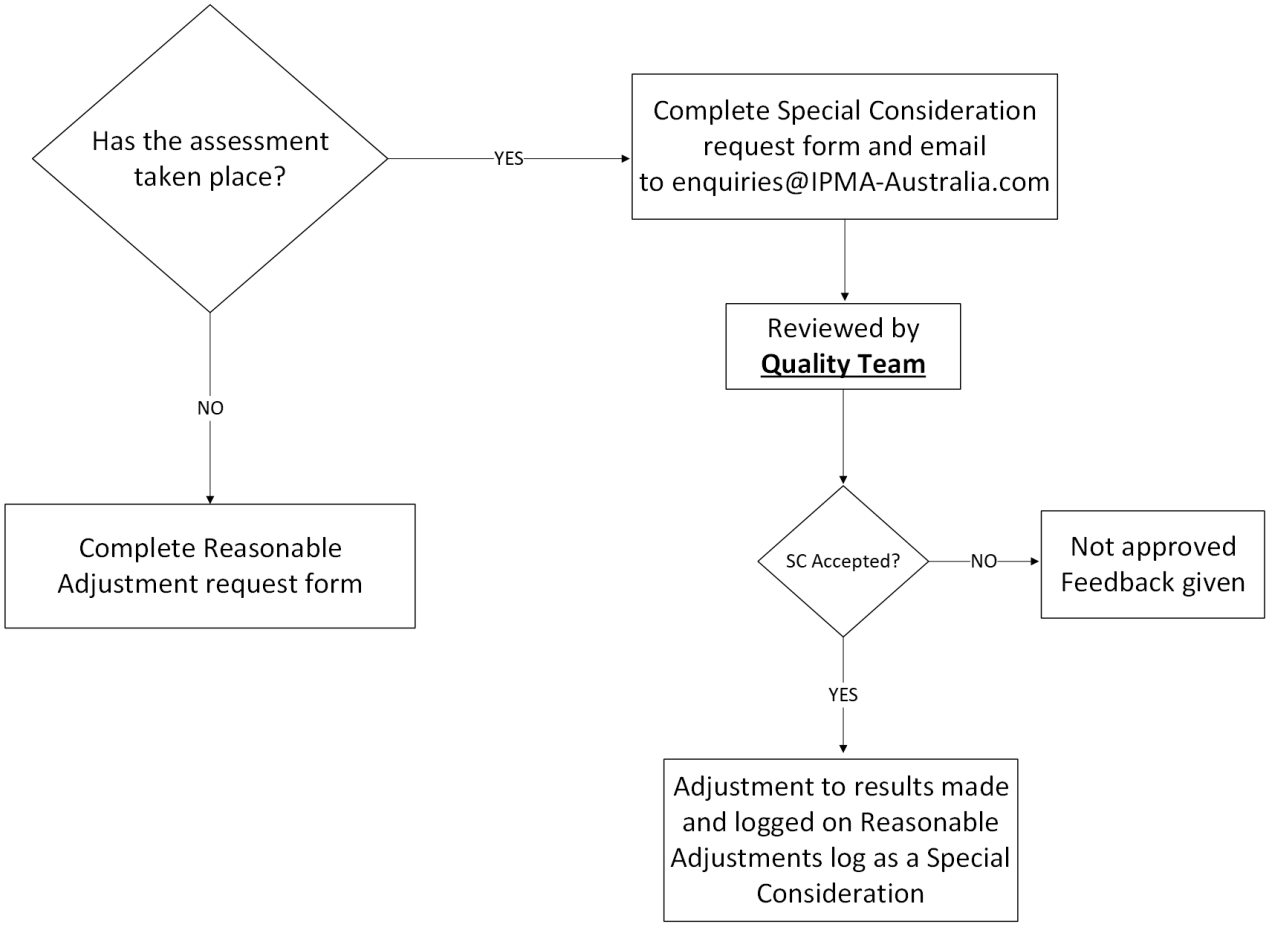
Appendix C

IPMA-Australia CB Flowchart for Special Consideration



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Appendix D

IPMA-Australia CB Reasonable Adjustment Request Form

Candidates must complete the form below for any reasonable adjustment.

Requests for reasonable adjustments should be made no later than 20 days before the assessment is due to take place or submitted as part of the application process, all forms must be emailed to enquiries@IPMA-Australia.com.

Candidate Name:		
IPMA Level:		
Assessment Method (exam, interview or all):		
Reason for application	**Reasonable Adjustment Request**	**Supporting Evidence**

Please note, you must attach copies of medical and/or psychological assessment referred to above.

DECLARATION

I confirm that:

- This form contains accurate details of the reasonable adjustment request.
- There is sound evidence to request this reasonable adjustment.

Name (please print):
Signature:
Date:
Position Title:

INTERNAL use only:	
Request approved / by whom	
Key contact informed / by whom	
Entered into Log (Reasonable Adjustments)	

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Appendix E

IPMA-Australia CB Special Consideration Request Form

Candidates must complete the form below for any reasonable adjustment.

Requests for special consideration must be made within 24 hours of the planned assessment, all forms must be emailed to enquiries@IPMA-Australia.com.

Candidate Name:	
IPMA Level:	
Assessment Method (exam, interview or all):	
Reason for consideration	**Supporting Evidence**

DECLARATION

I confirm that:

- This form contains accurate details of the special consideration request.

Name (please print):
Signature:
Date:
Position Title:

INTERNAL use only:	
Request approved / by whom	
Key contact informed / by whom	
Entered into Log (Special Considerations)	

All reasonable adjustment and special consideration requests, decisions, and supporting evidence will be logged and securely retained for a minimum of six years, in line with IPMA ICR requirements and data retention policy. The Operations Manager shall oversee maintenance of these records

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Version Control				
Version	**Date Approved**	**Next Review Due**	**Approved by**	**Summary of changes**
1.0	4th September 2024	3rd September 2025	E.Wilson	IPMA-Australia Baseline document created
1.1	2nd May 2025	1st May 2026	C.Hartnell	Minor Amendments made to policy

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